

Informatics

Monthly Operating Letter

City of Westfield



**November
2010**

Informatics Monthly Report – November 2010

Technical Services

- Helpdesk
 - 132 tickets created in November
 - 110 tickets resolved
 - 12 are invalid/duplicate
 - 4 are currently in progress
 - 5 have not been started
 - 1 are waiting on the requestor
 - ***See Attached - Figure 1 for breakdown based on tickets created per department***
 - ***See Attached – Figure 2 for helpdesk tickets created Jan. – Nov. 2010***
- *Technical Operations Projects created in November – (current status)*

Professional Services

- **Field Services**
 - **Tim located 444 tickets**
- **GIS**
 - Leane, Derrick, and Derek attended HAGTAG meeting in Westfield.
 - Derek created 8 laminated signs for Open Doors Thanksgiving
 - Derek created 3 posters on gatorboard for State of City address
 - Leane updated the fiber map with the new service areas.
 - Informatics was published in the Current for the Westfield in Lights map.
 - http://issuu.com/currentpublishing/docs/ciw_110910/1

HIGHLIGHTED PROJECTS:

- *Sponsored Projects – **In Production** in November*
 - Windows 7 OS on Teresa Skelton's computer
 - Sam and Derek installed and trained Teresa on Windows 7 operating system

Acquisitions >\$100: *See Attached – Figure 3 for breakdown based on fund*

- *Acquisitions not available in Clerkworks at time of report*

Volunteerism:

- Leane spent 2 hours mentoring youth
- Derek spent 3 hours creating display boards for Open Doors Thanksgiving

Figure 1.

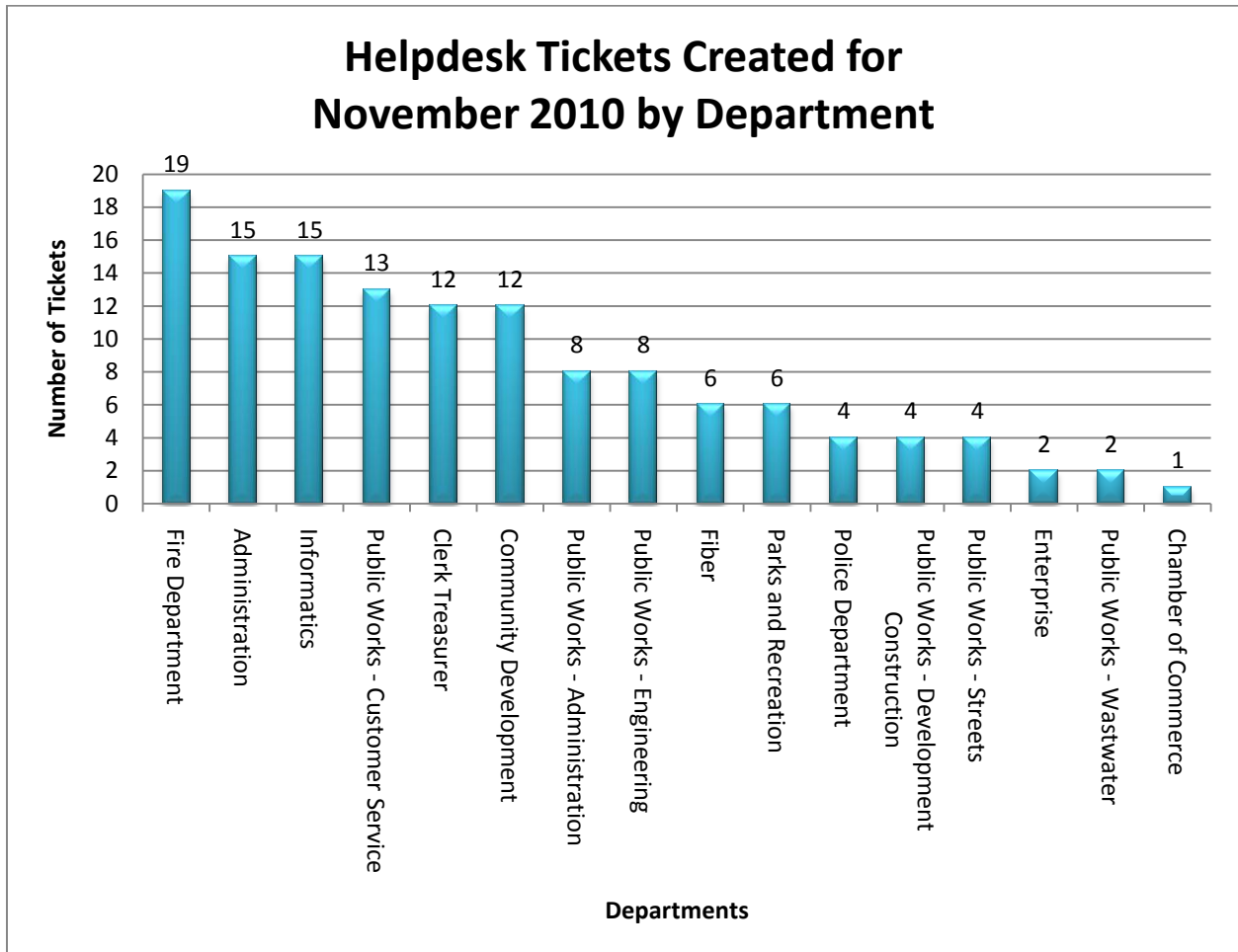


Figure 2.

